

**DEALER Frequently Asked Questions (FAQs) for Safety Recall  
N212345943 High Voltage Battery May Melt or Burn**

**Q1) Which vehicles are involved?**

A1) All 2020-2022MY new and unsold Chevrolet Bolt EV and 2022MY Chevrolet Bolt EUV vehicles.

**Q2) What is the issue or condition?**

A2) The high voltage batteries in some vehicles may pose a risk of fire when charged to full, or very close to full, capacity.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) The battery may emit smoke or heat, and the condition may melt or damage the battery and other vehicle components.

**Q4) What is the remedy/repair?**

A4) Dealers will replace defective battery modules in the recall population.

**Q5) What is the safety risk?**

A5) If the batteries in certain vehicles within this population are charged to full capacity, or very close to full capacity, the batteries may pose a risk of fire.

**Q6) Can dealers repair vehicles when the IVH status is “Incomplete-Limited or No Parts.”**

A6) No, the VIN must be in “Open” status in IVH.

**Q7) Is the remedy/repair available now for new/unsold dealer inventory?**

A7) Dealers will need to check IVH to confirm the VIN is in “Open” status before performing any repairs.

**Q8) Can I use a battery designated for another VIN? Are substitutions allowed?**

A8) No. Batteries **MUST** be installed to the assigned VIN.